

# County Legislature

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Gregory W. Townsend, Legislator  
7<sup>th</sup> Legislative District

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Monroe, New York 10950

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October 8, 2007

Ms. Christine Falzone  
Marketing Manager  
Shortline Bus Company  
17 Franklin Turnpike  
Mahwah, NJ 07430

Dear Ms. Falzone:

Recently, it has come to my attention that commuters using the Coach USA/Shortline routes from Orange County particularly, Monroe and Harriman have been inconvenienced by a lack of adequate seating capacity. One constituent told me his wife had to stand all the way to New York City. This is simply unacceptable for many reasons – safety being the first and most important.

We all appreciate the difficulties involved in scheduling numerous routes for an operation the size of Coach USA/Shortline. However, with so many commuters relying on the services for your company's lines you must ensure adequate seating for all of your customer's everyday. What can be done?

Thank you for taking the time to review my concerns and the concerns of my constituents. I look forward to your response and plan of action to resolve this issue.

Sincerely,



Gregory Townsend  
Orange County Legislator  
7<sup>th</sup> Legislative District